

P a t e n t C l a i m s :

- 5 1. A method of providing support to a mobile communications unit comprising the steps of
- generating a support request at said mobile unit,
 - sending a support message to a remote support location on the basis of said support request, said
 - 10 support message relating to one or more problems,
 - receiving said support message at said remote support location,
- c h a r a c t e r i z e d in that said method further comprises the steps of
- 15 • generating support information enabling solving of said one or more problems at least partially, and
 - providing said support information at said mobile unit.
- 20 2. A method according to claim 1, c h a r a c t e - r i z e d in that said support request is generated on the basis of one or more of the following
- a user action,
 - a message received from said remote support
 - 25 location,
 - any internal event like a timer event, an error event, etc., or
 - a status check performed at a regular time interval.
- 30 3. A method according to claims 1 - 2, c h a r a c t e - r i z e d in that said support information is provided to the mobile unit by sending a message containing update and/or support information enabling the mobile unit to

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[illegible]

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[illegible]

- [illegible]

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- entered by a user, or
 - a part of said message received from said remote support location.
- 5 8. A system for providing support to a mobile communications unit comprising
- means (403) for generating a support request at said mobile unit,
 - 10 • first communications means (404) for sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,
 - second communications means (405) for receiving said support message at said remote support location,
 - 15 c h a r a c t e r i z e d in that said system further comprises
 - means (406) for generating support information enabling solving of said one or more problems at least partially, and
 - 20 • providing said support information at said mobile unit via said second communications means (405).
9. A system according to claim 8, c h a r a c t e - r i z e d in that said support request is generated on
- 25 the basis of one or more of the following
- a user action,
 - a message received from said remote support location,
 - any internal event like a timer event, an error event, etc., or
 - 30 • a status check performed at a regular time interval.
10. A system according to claims 8 - 9, c h a r a c t e - r i z e d in that said support information is provided

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to the mobile unit by sending a message containing update and/or support information via second communications means (405) enabling the mobile unit to perform an automatic update of the settings, thereby correcting said one or more problems.

11. A system according to claims 8 - 10, c h a r a c -
t e r i z e d in that said support information is
comprised in an SMS message.

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12. A system according to claims 8 - 11, c h a r a c -
t e r i z e d in that said support information comprises
information regarding/representing one or more of the
following

- one or more unit settings/parameters,
- unit identification,
- status of said mobile unit,
- an internal state of said mobile unit,
- at least one error code,
- at least one version number of software, hardware,
firmware, etc. in said mobile communications unit,
- which hardware/physical/functional units/modules
that are or have been connected to said mobile unit,
or
- other relevant information.

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13. A system according to claims 8 - 12, c h a r a c -
t e r i z e d in that said mobile unit is a mobile
phone.

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14. A system according to claims 8 - 13, c h a r a c -
t e r i z e d in that said sending of said support
message to said remote support location via said first
communication means (404) is based on contact information

relating to a phone number or an IP address , and that said contact information is one or more of the following

- stored in the mobile unit,
- stored on a SIM card,
- 5 • entered by a user, or
- a part of said message received from said remote support location.

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